



March 17th, 2020

RE: COVID-19 Statement

Dear Compounding Solutions Customers,

Compounding Solutions recognizes the important partnership that we have with our customers to provide and ensure the highest quality compounds and masterbatches for the medical device industry. We want to communicate the steps we are taking to limit the impact of COVID-19 on our employees, community, and customers. We are monitoring the situation on a day-by-day basis at our manufacture facility in Lewiston, Maine. The following actions have been implemented to protect our employees, facilities, and customers.

- **Travel restrictions:** Compounding Solutions has implemented business travel restrictions for areas that the CDC has classified as "High- Risk-Areas." We have canceled all existing business-related travel plans where possible and until further notice.
- **Visitors/Meetings:** We are encouraging our employees to utilize Skype as an in-house communication tool or other digital applications for internal and external meetings. We have restricted all visitors to only essential contractors and uniformed officials.
- **Supply Chain:** We continue to monitor our supply chain actively and ask our customers not to order exorbitant quantities to add any stress to the supply chain. We are also requesting an updated forecast from our customers to manage and plan the supply distribution. Alternate suppliers will be qualified if circumstances warrant the need. If there are any questions regarding COVID-19 supply concerns, we invite you to call our office, 207.777.1122, for more information.
- **Facilities:** Additional cleaning protocols have been implemented throughout our entire facility, including our white-room and non- controlled environment rooms. We are disinfecting multiple touchpoints throughout the offices, restroom facilities, as well as common gathering areas on a daily basis. Where and when possible, facilities are handling all inbound materials and giving each item a thorough review. Each item will be cleaned and wiped down, to minimize the risk of potential spread of the illness.



- **Employees:** We are also working diligently with our employees and stressing the importance of good hygiene, both during working hours and outside the office per the CDC guidelines. This includes washing their hands frequently with soap for at least 20 seconds, covering their mouth and nose when coughing/sneezing, and avoiding physical contact. When appropriate, we are monitoring the temperature and health of our employees. We are also working to provide a flexible work environment to accommodate changing local requirements and governmental recommendations.

We appreciate your business with us and will continue to update you as additional information becomes available. We are committed to working with our customers to develop continuity plans as needed as we navigate through these challenging circumstances.

Sincerely,

A handwritten signature in black ink that reads 'Scott Neal'.

Scott Neal
General Manager

